

# 3 years of AGID

CHALLENGES, STRATEGIES AND OBJECTIVES





# Agency for Digital Italy

The right direction for a changing Country



# CONTENTS



Our objectives	04
From "Digital Growth" to the Triennial Plan	05
Consolidate local and national strategy	07
For those who have no time	08
Projects	
Spid	09
PagoPa	10
Public service design	11
Electronic invoicing	12
Interoperability guidelines	13
Security	14
Data centre and cloud	15
Digital skills	16
Artificial intelligence	17
Public data	19
Key dates	20

# OUR OBJECTIVES



## SIMPLIFY THE DEVELOPMENT AND USE OF DIGITAL SERVICES

Guarantee citizens and businesses a simple and intuitive experience with Public Administration, by focusing on the principles of service design.



## CREATE NATIONAL PLATFORMS TO GUIDE DIGITAL TRANSFORMATION

Support the path of change of administrations by developing shared platforms at a national level.



## MAKE PHYSICAL NATIONAL INFRASTRUCTURES MORE SECURE AND EFFICIENT

Rationalise and consolidate PA ICT physical infrastructures to guarantee high levels of efficiency, security and speed in service provision.



## INCREASE AWARENESS OF AND TACKLE CYBER THREATS

Create conditions of trust and security for the use and development of digital services by using risk analysis tools, defining security profiles and creating culture.



## CONSOLIDATE NATIONAL AND TERRITORIAL STRATEGIES

Support Regions and local administrations in the implementation of their programme, in line with national strategy objectives.



## GUIDE THE PUBLIC SERVICES EVOLUTION

Promote the development of new public services, thanks to the application of innovative technologies, such as artificial intelligence instruments.

# FROM "DIGITAL GROWTH" TO THE TRIENNIAL PLAN

“ We started out by taking on an all-round challenge which above all concerns social and cultural infrastructures, which are often more rigid and invalidating than technological ones. When looking to tackle the transformation process, we drew inspiration from immensely prestigious international experiences in countries which leveraged IT evolution for economic and social development. In order to set ourselves in motion, we had to define the way for Italian digital development. (Antonio Samaritani)

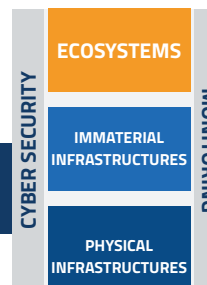
**2015** identification of project priorities, the cornerstones of a path focused on promoting activities as part of the Strategy for Digital Growth, the document which defines the implementation of the Italian Digital Agenda, approved by the Council of ministers in March 2015.



2014-2015

**THE GOVERNMENT-APPROVED STRATEGY**

**2016** creation of the evolutionary Italian IT model, based on which the public sector defines rules and standards while also creating enabling platforms which optimise PA investments. On the other hand, private parties plan long term investments and exploit new market opportunities, creating solutions which integrate with national platforms.



2016

**THE STRATEGIC MODEL FOR THE DIGITAL TRANSFORMATION OF PA**

**2017** from the application of the evolutionary model and thanks to the development of single designs, the "Triennial Plan for IT in Public Administration 2017-2019" was drawn up and published. This document provides strategic guidance and economic planning useful to enabling projects for digital transformation, transitioning from a start-up to a fully implementational phase.



2017

**THE TRIENNIAL PLAN DEFINES OBJECTIVES TO BE REACHED**

## TRIENNIAL PLAN

Guide to the digital transformation of public administration and the government:

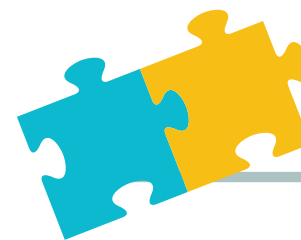
- Reference for the development of the country's information systems;
- a set of guidelines for the operative strategy of public IT and architectural principles;
- Foundation for defining national governance for the coordination of European digitalisation funds.



The National Operational Programme "Governance and Institutional Capacity" 2014-2020 which funds the implementation of the Triennial Plan 2017-2019.



With these resources, the Agency coordinates and directs expenses amounting to € 4.8 billion of structural funds for the 2014-2020 programme for Digital Agenda implementation.



2014

2020

Today we have a guideline document which specifies time frames and operational actions. A document which gives substance to the strategic objective of requalifying public sector ICT investments, for tangible Strategic Digital Growth, while also helping companies to define new business models. In addition to clarifying strategic and operational lines for Italian digital development, the Triennial Plan also responds to a specific challenge: defining a national governance which coordinates the use of European funds for digital agenda implementation.

# CONSOLIDATE LOCAL AND NATIONAL STRATEGY

“ At last a process is under way to enable innovative implementation strategies for the triennial plan. We have developed a catalogue of solutions available for territories so that each administration can decide on what to take, based on what they need and in line with their own regional plan, along with the necessary skills to facilitate the achievement of objectives defined in the national strategy. ”

(Antonio Samaritani, Il Sole24Ore, 14th February 2018)

As of 2018, AGID has entered a new phase of its own strategy. A catalogue of instruments and skills has been created to simplify the implementation of the Triennial Plan, support Regions in drawing up their own digital agenda and guarantee coherence with national objectives.

## A NEW ORGANISATION FOR WORKING WITH TERRITORIES

In order to guarantee support and harmonisation with national strategy, AGID has embraced a new governance for relations with administrations which aggregate territories. The new organisation includes:

### AGID ACTION LINES FOR TERRITORIES

Alignment of regional digital Agenda with deadlines established in the Triennial Plan and Strategy document for Digital Growth 2014-2015;

Support for local designs by developing instruments conceived to simplify compliance with Triennial Plan specifications;

Integration and strengthening of local skills, with the support of specialised teams working alongside local technicians.

**1 Program Management Office (PMO)** Units dedicated to regional activities, entrusted with the task of defining and following the regional master plan and activating themed skill centres in order to access teams of specialists and assets necessary for the creation of regional designs;

**2 Themed SkillsCentres** which in addition to providing specialist support required by the PMO, are also entrusted with the task of developing instruments and methodologies necessary for the region.

# FOR THOSE WHO HAVE NO TIME

## AN OVERVIEW OF PROJECTS DEVELOPED BETWEEN 2015 AND 2018

Over the last three years, AGID has embarked upon a series of strategic projects for the digital transformation of Italian public services. A journey fraught with obstacles which is still ongoing, already yielding significant results.

### SPID

Access to public services is simpler, safer and faster with a single username and password. The Public Digital Identity System was created in 2016 and has since grown to include more than 400 types of services activated by several thousand PAs; it is used by more than 2.5 million citizens.

### PAGOPA

The payment of taxes, healthcare services, school fees and much more, in a secure and fast way at a local newsagent's or from your own PC, smartphone or tablet, ensuring faster collection for administrations. In three years, PagoPA has become one of the main instruments used by citizens to pay for PA services, thus avoiding the need to physically go to branches.

### PUBLIC SERVICE DESIGN

Useful in design, reliable by principle. Today, design guidelines for PA websites and services are a reference model for all central and local administrations. In March 2018, over 50 central and approximately 100 local administrations chose to follow website design guidelines (including Municipalities, Metropolitan Cities and Regions). These numbers continue to rise.

### ELECTRONIC INVOICING

Simplifying processes and reducing costs. Public administrations and private parties were accompanied in their transition towards the adoption of the electronic invoicing system which became a statutory requirement for all PA suppliers in 2015. Today Italy is fifth in Europe in terms of managed electronic invoice volume.

### ARTIFICIAL INTELLIGENCE

The Artificial Intelligence task force at the service of citizens was created to study and analyse opportunities offered by AI for the improvement of public services and dialogue between administrations and citizens. A White Paper was produced after the first few weeks of work, containing initial recommendations and indications for Italian PAs on how to best exploit such technologies to the advantage of citizens, along with the AI Ecosystem, mapping AI producers and users in Italy.

### INTEROPERABILITY GUIDELINES

Facilitate exchange and dialogue between public administrations and private parties with guidelines and shared technical rules. The interoperability model provides the basis for a unique data management and sharing system which guarantees full collaboration between public administrations and private subjects, by means of technological solutions which favour the integration and exchange of information.

### SECURITY

Over the last three years, AGID has been defined as a consolidation strategy of cyber security for PA, with the publication of Guidelines for safe software development, the definition of Minimum ICT security measures for PAs and reinforcing the role of Cert-PA, the unit for the prevention of and response to cyber attacks, which has recorded a 44.8% increase in reports over the past three years.

### DATA CENTRE AND CLOUD

The Triennial Plan develops a veritable strategy for the rationalisation of Public Administration data centres, as well as for migration towards the strategic and evolutionary Cloud model. The Objective: make public digital infrastructures more secure and cut PA expenditure.

### DIGITAL SKILLS

Following on from the census of activities in 2015, AGID took on the task of identifying reference models at a European level. This path began in 2017 with "Guidelines for the quality of digital skills in ICT professional profiles" and continues with the official translation of European Guidelines for the assessment of basic digital skills DigiCOMP 2.1 (2018).

### PUBLIC DATA

One of the biggest challenges in modern states is rendering own data open and usable by citizens and companies. AGID works to promote and address administrations towards policies for the promotion of public information assets. It avails itself of various instruments to achieve this purpose, including guidelines for the promotion of public information assets and the portal dati.gov.it. Today there are 20,387 data sets available, approximately 25% more compared to in 2015.



# SPID - THE PUBLIC DIGITAL IDENTITY SYSTEM

THE SYSTEM WHICH ENABLES CITIZENS TO ACCESS ONLINE SERVICES OF PUBLIC ADMINISTRATIONS WITH A SINGLE DIGITAL IDENTITY.

## THE CHALLENGE

Citizens are accustomed to using dozens of credentials for each service they access, with scarce guarantees in terms of security and privacy. SPID, The Public Digital Identity System, guarantees privacy and access to public services with a single username and password, in a simple, secure and fast way.

## WHERE WE STARTED

In 2015, the foundations for constructing the SPID project were laid, with the publication of rules for Identity Provider (IDP) accreditation and the adhesion of Service providers.

## HOW FAR WE HAVE COME

Today SPID has become a reality: there are already approximately 400 types of services activated by several thousand public administrations, used by over 2 and a half million citizens.



There has been a significant rise in users between April 2016 and April 2018: on average, SPID has been requested by approximately **100 thousand citizens per month**.

In addition to users, there has also been an increase in **Identity Providers**, which have increased from 2 in 2015 to 8 today.

## AVERAGE GROWTH OF SPID USERS



Thanks to SPID, today citizens and companies can access a variety of services provided by central administrations, such as INAIL (national institute for insurance against labour accidents), INPS (national institute of social security), ACI (driver and vehicle licensing agency), and all services offered by local administrations which have already joined.

## SPID INNOVATIONS 2017/2018

- December 2017** - Start of the path which will turn SPID into a European digital identity, enabling access to digital services of all EU State public administrations.
- January 2018** - Access to public services with SPID becomes a right thanks to the DAC
- March 2018** - SPID opens up to private service providers and the intermediation of public or private aggregators
- March 2018** - Path started for converting old online credentials into SPID identities.

# PAGOPA

THE ELECTRONIC PAYMENT SYSTEM DESIGNED TO MAKE ALL PAYMENTS TO PUBLIC ADMINISTRATION EASIER, MORE SECURE AND MORE TRANSPARENT.

## THE CHALLENGE

A more natural way for citizens to make payments to Public Administrations, for immediate, faster and less costly results for the entire country.

pagopa is the national platform which enables citizens and companies to pay public administration electronically. pagopa enables citizens to pay using a selection of modern payment methods which guarantee security and reliability, as well as a reduction of cost and process simplification for PAs.

## WHERE WE STARTED

In 2015, approximately 10 thousand administrations joined pagopa and the platform availed itself of only 7 accredited payment service providers.



### PAGOPA PARTICIPATING ADMINISTRATIONS

800 municipalities, 10 ministries, two social security institutes and 52 central administrations.

From 2013 to 2015 the platform managed approximately 150 thousand payments to PAs. 2015 was characterised by a series of initiatives undertaken to improve the platform's technical standards: in this way, citizens were able to make the transition in a simpler and more direct way, incurring less costs, whereas public administrations shortened collection times. "PagoinRete" was developed in the same year, in collaboration with Miur (Italian Ministry of Education, Universities and Research), involving over 8,500 Italian schools.

## HOW FAR WE HAVE COME

PagoPA has become one of the main instruments used by citizens to pay for PA services: in 2018, participating administrations increased by almost 69%, from 10 thousand in 2015 to the current figure which

stands at 16,894. There was also a sharp increase in the number of transactions, as well as a growth in accredited payment providers. Over 3 and a half million transactions were completed in the first four months of 2018, triple the amount recorded during the same period the previous year. Service providers have increased six fold over the last three years, from 67 in 2015 to 436 today.



Transactions: from 1.1 million (2017) to 3.5 million (2018) Euros  
Participating public providers: from 10 thousand (2015) to 17 thousand (2018)

Transactions since service activation up to May 2018: 9,476,033

There has been a constant rise in the faith and satisfaction of users and Public Administration in this system which dematerialises transaction procedures.

- Services citizens can pay for using pagopa: TARI (waste tax), university fees, school meals, fines, taxes, health tickets, car property tax
- 436 payment service providers, including Unicredit, Intesa Sanpaolo, Poste Italiane, Iccrea, Nexi, constituting approximately 90% of the banking system

## PROGRESS OF TRANSACTIONS OVER TIME



# PUBLIC SERVICE DESIGN

## GUIDELINES AND KIT FOR ORIENTING THE DESIGN AND DEVELOPMENT OF PUBLIC ADMINISTRATION SERVICES

### THE CHALLENGE

Envisaging the design of websites and online services as a converging force, bringing together people and technology; designing simple, citizen-friendly services.

Websites are one of the main channels through which public administrations communicate and offer services. The challenge is providing clear and consistent indications to improve the browsing experience, thanks to a design in line with user needs, simple, intuitive, while also enabling PA to save money.

### WHERE WE STARTED

In November 2015, with the presentation of the first "Design guidelines for PA websites". This was the starting point of the Public Administration website harmonisation project. The first three pilot projects were developed according to these guidelines: the release of the new Italian Government portals, which had not been updated for 13 years, of the Civil Service Reform Department, the Presidency of the Council of Ministers, the Ministry of Infrastructure and Transport, and the Ministry of Foreign Affairs.

### HOW FAR WE HAVE COME

Today, Design guidelines have been enriched with content and work kits and are a reference model for all central and local administrations. Approximately 40% of Italians have access to regional and municipal websites designed with modern, homogeneous graphics, as well as a user-friendly infoarchitecture. Population coverage is up 16% since 2017 (14 million in 2015 compared to 24.5 million in 2018).



Today, 40% of Italian citizens (approximately 25 million people) dialogue with municipal and regional administrations via websites designed in compliance with new Design guidelines

## 50 PACs + 100 PAL

Over 50 PACs and other national bodies comply with Design guidelines + 100 including Municipalities, Regions, Metropolitan Cities.



### KITS



SEO



Web Analytics



Co-Design Workshop



Content Kit



Ecosystem Map



Information Architecture



Personas



UI Kit



Usability Test



User Interviews



User Journey



User Stories



Web Toolkit



Wireframe Kit

# ELECTRONIC INVOICING

TECHNICAL STANDARDS FOR ISSUING, TRANSMITTING, MANAGING AND CONSERVING ELECTRONIC INVOICES.

## THE CHALLENGE

To make Public Administration payments to companies traceable and faster, thus helping to fight tax avoidance.

Electronic invoicing became compulsory for all PAs on 31st March 2015. The obligation will be extended to all private entities as of January 2019. Technical standards have been drawn up to enable a smooth transition, making process digitalisation possible.

## WHERE WE STARTED

In 2015 training began to raise awareness in administrations and companies on new switch-off deadlines. In March the same year a total of 490,269 invoices were transmitted in electronic format.

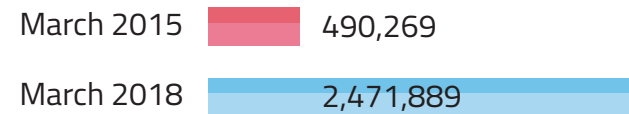
## HOW FAR WE HAVE COME

Electronic invoicing is a consolidated practice for all public administrations, indeed in 2017, Italy climbed to fifth place in Europe, a position it has maintained in 2018.

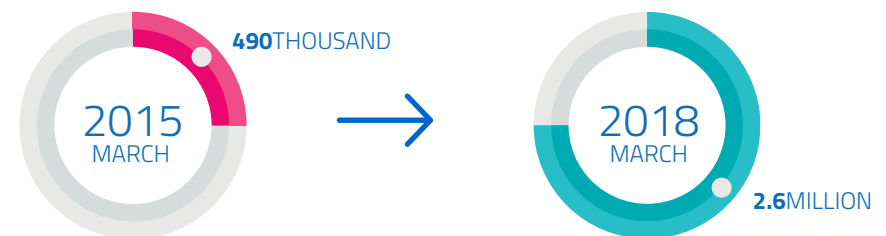
Over the last three years, there has been a five-fold increase in the number of electronic invoices received each month from the interchange system: from 490,269 in 2015 to 2,648,459 recorded in March 2018. During the same period of time, the error rate in invoicing procedures has been drastically reduced: in 2018, 3% of electronic invoices were discarded by the interchange system, compared to 18% in 2015.

The transition to digital has resulted in tangible results for administrations, simplifying relations with companies and generating cost savings.

## INVOICES RECEIVED EACH MONTH



## DISTRIBUTION



Invoices received each month: March 2015 490.269 - March 2018 2,648,459 - five-fold increase in monthly rhythms



# INTEROPERABILITY GUIDELINES

GUARANTEE FULL COLLABORATION BETWEEN PUBLIC ADMINISTRATIONS, BETWEEN THE LATTER AND PRIVATE ENTITIES, BY MEANS OF OF TECHNOLOGICAL SOLUTIONS WHICH FAVOUR INTEGRATION, INTERACTION AND THE EXCHANGE OF INFORMATION.

## THE CHALLENGE

To encourage the creation of a public information system which enables administrations to cooperate, exchange solutions and information in a simpler, faster and less expensive way. This is why a new interoperability model has been envisioned, enabling collaboration and dialogue between PAs, as well as between PAs and third party entities, thanks to shared technological standards.

## WHERE WE STARTED FROM

In 2015 there was an interoperability model in place in Italy dating back to 2005, which was not aligned with technological developments. After 13 years, in 2017 the Triennial Plan defined the characteristics and guidelines for the creation of a public interoperability Model, the conditions enabling public administrations to exchange data and information in a safe and economic way.

## HOW FAR WE HAVE COME

The path towards defining the interoperability Model and guidelines to favour the development of innovative applicative solutions (oriented towards citizens, companies and administrations), in line with provisions set forth in the new Digital Administration Code (DAC) This new model makes interactions between public administrations safer and enables the provision of faster and more efficient services for citizens and companies.



## NEW INTEROPERABILITY MODEL



Harmonise the architectural choices of PA and identify technological choices most congenial to the development of innovative applicative solutions for the use of services identified in the immaterial infrastructure of PT, for PAs, citizens and companies.



Promote the adoption of the API first approach, which establishes the prior design of applicative interfaces, to guarantee accessibility and maximum interoperability of data and services



Make interactions between PAs, citizens and companies safer, thanks to common technological standards;



Simplify service exchange procedures between single PAs and between PAs and private entities.

## APPLICATION PROGRAMMING INTERFACE API

Interface for the programming of applications, or a series of conventions adopted by software developers to define the way in which a specific function manifests itself in an application.

## THE API FIRST APPROACH

A strategy for the development and construction of services and applications which envisages the development of an API before the creation of an application, website or mobile application. In other words, the definition of service provision channels is logically and chronologically successive to API development.

# SECURITY

FIGHTING THE MOST FREQUENT CYBER THREATS TO ITALIAN PA, BY MEANS OF RECOMMENDATIONS, STRATEGIES, TECHNICAL REGULATIONS TO RAISE AWARENESS AND INFORM ADMINISTRATIONS ON ISSUES PERTAINING TO CYBER SECURITY AND RELATIVE EMERGENCIES.

## THE CHALLENGE

Guarantee the security of own information systems and protect citizens' sensitive data to the best possible extent: this is one of the most complex challenges which Public Administrations are facing today. AGID has enacted a cyber security reinforcement strategy which consists of several levels: the reinforcement of Cert-PA (Computer Emergency Readiness/Response Team), the unit which supports Public Administrations in preventing and responding to cyber attacks; the issuing of technical regulations to raise minimum cyber security standards; the preparation of self-assessment instruments to be made available to administrations and help them check the safety levels of their own information systems.

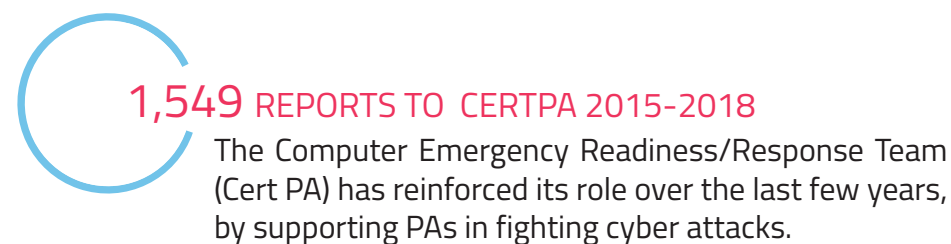
## WHERE WE STARTED

In 2015 a consolidation path of the AGID Computer Emergency Readiness/Response Team (Cert PA) was undertaken. This unit was specially created to support PAs in preventing and responding to cyber attacks. In 2015 Cert PA recorded an average 25.33 reports per month, followed up by support for PA consisting of actual intervention.

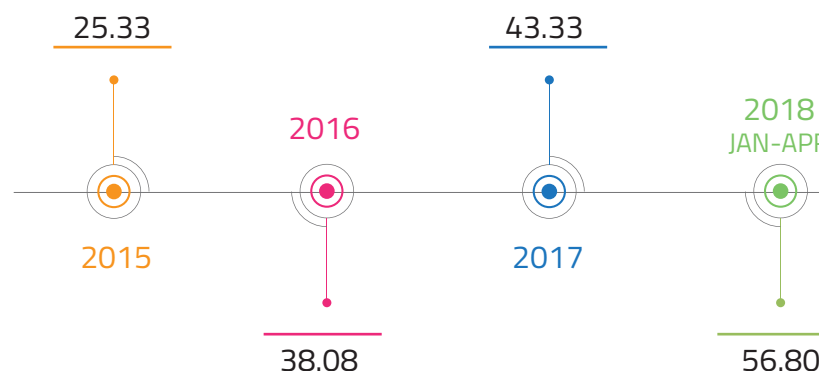
## HOW FAR WE HAVE COME

Cert PA has considerably reinforced its role. Monthly reports have increased by 44.8%, from an average of 25.33 in 2015 to 56.5 to date, a total of 1,549 reports forwarded from 2015 to 2018. The public cyber security consolidation strategy has been actualised not only by bolstering pre-existing instruments, but also with the definition of new security policies which aim to guarantee data protection for citizens and companies,

as well as safer services. Guidelines for the development of secure software and Minimum ICT Security Measures for PA were published between 2017 and 2018, with the aim of providing the latter with reference criteria for establishing the protection level of own digital infrastructures and intervention, where necessary. Risk assessment tools are currently being completed to help administrations assess their own risk profiles.



## CERTPA ACTIVITIES - AVERAGE MONTHLY REPORTS



# DATA CENTRE AND CLOUD

## THE RATIONALISATION OF PA DATA CENTRES, THE STUDY AND DEFINITION OF A STRATEGIC EVOLUTIONARY PA CLOUD MODEL

### THE CHALLENGE

Rationalise physical infrastructures not only in structural terms but also from an economic point of view. Create and define a strategic evolutionary model of the PA cloud, currently fragmented and inhomogeneous, making it possible to virtualise all public administrations, guaranteeing important benefits in terms of costs and maintenance management.

### WHERE WE STARTED

In 2015 there was no public data centre rationalisation or Cloud strategy in Italy.

### HOW FAR WE HAVE COME

The triennial plan has defined the infrastructure modernisation plan by means of the "PA Cloud", a hybrid cloud model based on the use of in-house skills and resources.

The roadmap was preceded by a fundamental preliminary activity which consisted of a two-phase ICT census. The first one was directed at Regions and Metropolitan Cities, with the aim of mapping infrastructure assets and clustering data centres of administrations, according to their technical characteristics.

The preparatory phase was completed with the publication of two memorandums defining Cloud Service Provider (CSP) qualification criteria for PA and the qualification of Software as a Service (SaaS) services for the PA Cloud. The memorandums are the result of a public consultation path which was concluded in March and contain definitions of common service provision standards to guarantee greater quality, the creation of a PA cloud environment and consequent savings.

The documents contain details on how clouds and software providers can apply for qualification, and if successful, how they can enter the Marketplace Cloud of IaaS and PaaS services and include their own Software services inside the Marketplace Cloud (which will be issued shortly).

### STEPS

**November 2017:** publication of memorandum for the qualification of National Strategic Centres

**December 2017:** 1st census phase

**April 2018:** 2nd census phase

### DATA CENTRE RATIONALISATION ENABLES PAs TO:

- Increase the security level of own infrastructures
- Offer more modern services to citizens and enterprises
- Cut superfluous costs, thus enhancing their own role in digital transition

### AFTER THE CENSUS, PAs WILL BE CLASSIFIED INTO THREE CATEGORIES: GROUP A, GROUP B AND ELIGIBLE FOR STRATEGIC NATIONAL CENTRE STATUS

The new Triennial Plan will define in detail technical specifications of all three categories which have only been outlined to date. Census details will also be used to create the plan for rationalisation and transition towards the PA Cloud.

# DIGITAL SKILLS

## PROMOTING THE SPREAD OF DIGITAL SKILLS FOR CITIZENS, COMPANIES AND PUBLIC ADMINISTRATION

### THE CHALLENGE

Identify and define necessary digital skills for public administrations and companies to support transformation processes currently under way and to respond appropriately to rapid digital evolution.

### WHERE WE STARTED

The first meetings were coordinated in 2015, with the aim of developing the European framework DIGICOMP, for basic digital skills.

### HOW FAR WE HAVE COME

Over the years AGID has come to play a significant role at an international level, contributing towards the identification of European reference models and undertaking the promotion of digital skills in three major areas: basic digital skills, professional skills (ICT) and managerial skills (e-leadership).

There are different initiatives, including:

- The publication of 2017 guidelines for professionals, also used by major associations in the professional digital skills cataloguing and measurement sector, updated in 2018 and soon subject to public consultation;
- Coordination, since 2016, of the national UNINFO - UNI/CT 52 commission, entrusted with developing technical regulations for the definition of ICT skills;
- recognition, since 2018, as official body for the translation of the European model for digital skills into Italian. The first product in this sense are the Guidelines for basic digital skills DigComp 2.1.

### STEPS



**2016:** coordination of the national commission UNINFO - UNI/CT 526



**2017:** publication of first "Guidelines for the quality of digital skills in IT professional profiles"



**2018:** official body for the translation of the European model DIGICOMP into Italian



# ARTIFICIAL INTELLIGENCE

## ANALYSIS OF THE IMPACT OF AI SOLUTIONS ON OUR SOCIETY AND SPECIFICALLY, ON PUBLIC ADMINISTRATION

### THE CHALLENGE

Study and analyse the way in which the spread of AI solutions and technologies can impact the evolution of public services, to improve relations between PA and citizens.

Artificial Intelligence will redesign our lives. Our daily lives as human beings, citizens, workers, parents and children are changing before our eyes. One thing we can be sure of is that our habits and customs will be redesigned, resulting in social changes that require in-depth reflection. Technology *per se* is neutral however, the same cannot be said for its application, especially less so for those who work in Public Administration, often required to decide between what is right or wrong, or choose the lesser evil for collectivity.

### WHERE WE STARTED

A national Artificial Intelligence Task Force was created in the latter half of 2017, consisting of a coordination group of 30 multidisciplinary profiles selected by means of a public call. A website was launched (ia.italia.it), along with a community, to promote the debate and enable further investigation into issues linked to Artificial Intelligence.

The work group elaborated an AI Ecosystem Map (constantly updated), which aims to photograph main public and private entities involved in AI in Italy.

### HOW FAR WE HAVE COME

In 2018 the path has been enriched with significant achievements, not least the drafting and publication of the first white paper on Artificial Intelligence at the service of citizens. The document is the result of participated consultation and provides recommendations for the socially responsible use of artificial intelligence, with indications on how to best exploit these technologies to the benefit of the entire

population. On the website ia.italia.it, as of the first few months of 2018 it is also possible to consult results of the investigation carried out by the Italian Observatory on Artificial Intelligence, which analyses the population's perception as regards artificial intelligence.



for the development of Artificial Intelligence pilot project development, to be identified by means of involving administrations which will apply to collaborate with the agency.

Furthermore, as of January, AGID has been coordinating the themed OECD group on emerging technologies in the public sector (AI and Blockchain), with the aim of developing guidelines for their introduction into public services.

30 MEMBERS OF TASK FORCE COORDINATION

COMMUNITY: 540 active users, 4,000 visits, 800 posts

9 MONTHS OF WORK

180 ACTIVE MEMBERS IN THE AI SYSTEM

# WHITE PAPER CHALLENGES

## 1 ETHICS

Guarantee respect and the safeguarding for fundamental and universally recognised values during AI introduction.

## 2 TECHNOLOGY

Map the technological AI panorama, with the aim of creative PA systems and services modelled around multiple needs of citizens.

## 3 SKILLS

Favour the creation, consolidation and qualification of skills to align with great technological and socio-economic changes currently under way.

## 4 ROLE OF DATA

Act on the quality and interoperability of data on which AI feeds, a determining factor for the chance to apply new technologies.

## 5 LEGAL CONTEXT

Protect the balance of collective and individual interests by means of regulations, during the introduction of AI solutions.

## 6 ACCOMPANYING THE TRANSFORMATION

Ensure governance, taken to mean supervision in the use of new AI technologies and data management capacity.

## 7 PREVENTING INEQUALITIES

Ensure that AI technologies trigger positive effects, in terms of the reduction of existing social/economic/cultural differences.

## 8 MEASURING THE IMPACT

Measure and understand social impacts, risks and opportunities linked to the introduction of AI solutions.

## 9 THE HUMAN BEING

Tackle existential and psychological issues inherent to the introduction of AI into the world.

# PUBLIC DATA

## PROMOTION OF A CULTURE OF TRANSPARENCY IN PUBLIC ADMINISTRATION AND THE PROMOTION OF NATIONAL PUBLIC INFORMATION ASSETS.

### THE CHALLENGE

Promote national policies to enhance national public administration assets and channel administrations towards a standardised and interoperable data production and issuing process, on a national scale, thus contributing towards increasing transparency, the development of new services and products and encouraging public participation.

### WHERE WE STARTED

Since 2015, AGID has been coordinating collaborative data publication and updating activities on the portal [dati.gov.it](http://dati.gov.it), in collaboration with all administrations who display data in open format. Over time, bases have been updated in compliance with European standards and thanks to acquired browsing experience, in line with principles established in the Design Guidelines.

In addition to relaunching the portal, coordination activities with single central administrations and participation in international working groups like the Open Data Charter, was also beneficial. Thanks to all this, Italy has made progress in spreading a culture of data transparency and accountability in public administration. At the end of 2015, approximately 15,000 datasets were detected by the census, belonging to 76 administrations.

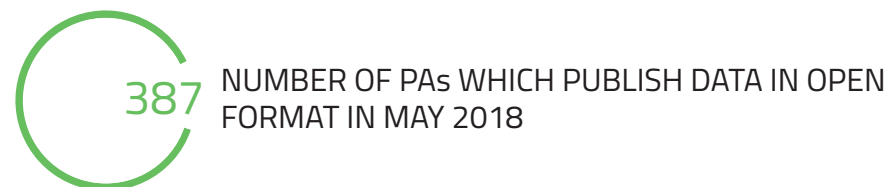
A Catalogue of data bases was drawn up with a view to improving the offer and facilitating the exchange of information between administrations.

### HOW FAR WE HAVE COME

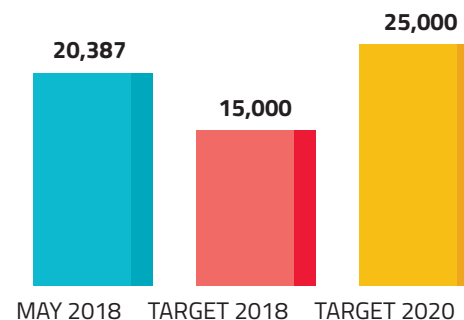
The Triennial Plan identified three action areas for the promotion of public information assets, involving information data bases of national interest, open data and controlled vocabularies.

This mindset has led to an evolution of the open public data strategy, by means of improvement actions to the portal [data.gov.it](http://data.gov.it), with the automatic updating of administration catalogues according to the national catalogue (harvester technology), review (annual), of "Guidelines for the promotion of public information assets" and the adaptation of the national metadata profile with European indications. In addition to updating, AGID has defined and approved the National Agenda for the promotion of public information assets, constituting a dynamic basis for monitoring actions envisioned by Italian and European legislation.

As regards open data, Italy is a trend-setting country for Open Data Maturity in Europe 2017 and has been ranked 8th in the Desi Index (Digital Economy and Social Index).



### DATASETS PUBLISHED ON THE PORTAL DATI.GOV.IT



# KEY DATES

**FEBRUARY**  
SPID - Participation of first Identity Provider

**APRIL**  
AGID - First ICT expense census

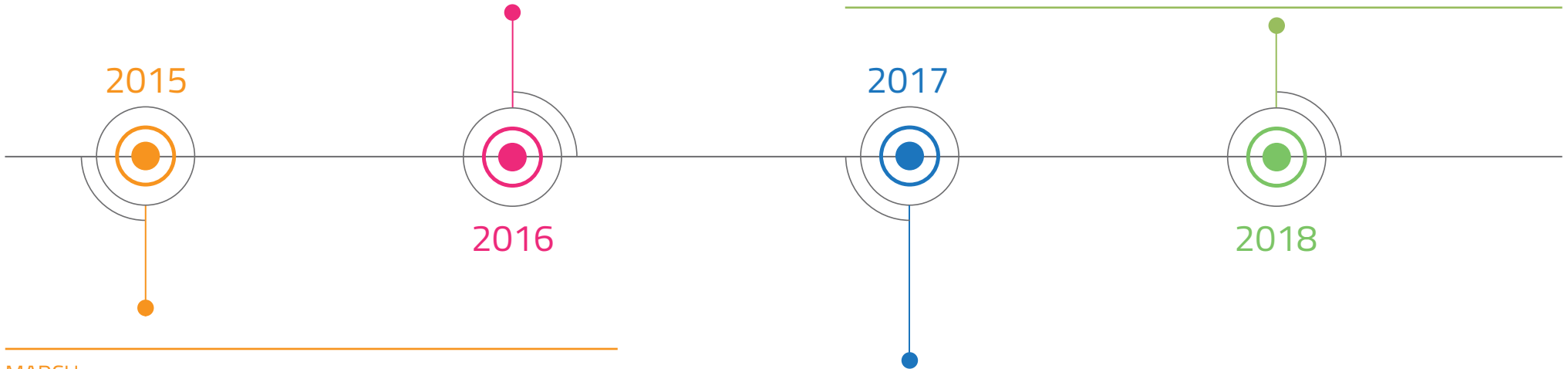
**NOVEMBER**  
PAGOPA - 10,000 PAs active

**FEBRUARY**  
PAGOPA - Target of 1 billion collected by PA  
SPID - Entry of SPID circuit private service providers

**MARCH**  
ARTIFICIAL INTELLIGENCE - White Paper on AI at the service of citizens

**MAY**  
SPID - 2.5 million users  
DIGITAL SKILLS - issuing of official translation of DIGICOMP 2.1

**JUNE**  
INTEROPERABILITY - Interoperability Model guidelines (upon conclusion of consultation)



**MARCH**  
ELECTRONIC INVOICING - electronic invoicing becomes compulsory for all PAs

**JULY**  
PAGOPA - Publication of technical guidelines for participation of creditor entities to the pagoPA system

**AUGUST**  
SECURITY - Prime minister's Decree - AGID supports PA to align with security standards

**NOVEMBER**  
DESIGN GUIDELINES - Presentation of first "Design Guidelines for PA websites"

**MARCH**  
OPEN DATA - Release of new version of national PA open data portal ([dati.gov.it](http://dati.gov.it))

**MAY**  
AGID - ICT PA Triennial Plan

**SEPTEMBER**  
ARTIFICIAL INTELLIGENCE Activation of an AI Task Force at the service of citizens

**NOVEMBER**  
DATA CENTRE - Launch of physical infrastructure Census



